



## ***Frequently Asked Questions***

### **General Information**

**1. When is the Army Birthday Ball?**

Saturday, June 14, 2008 (See agenda below).

**2. Where is the Ball going to be held?**

Walter E. Washington Convention Center  
801 Mount Vernon Place NW  
Washington, DC 20001

**3. How do I get there?**

<http://www.dcconvention.com>

**4. Who is sponsoring the Army Ball and responsible for putting it together?**

The Army's Deputy Chief of Staff, G-4 is sponsoring the event on behalf of the Secretary of the Army and the Chief of Staff of the Army. Each HQDA staff, local installations, and activities are represented on the Army Birthday Ball Committee. The Committee is chaired by the Army G-4.

**5. Will there be a receiving line and who will be in it?**

There is no receiving line.

**6. Will there be any discount on hotel rooms?**

There are no discount hotel rooms. However, the Renaissance Hotel is located in the vicinity of the Convention Center. (Add link to Hotel).

**7. Will there be a hosted cocktail meeting or icebreaker before the event?**

There will be a no-host (pay-as-you-go) reception beginning at 5:00 PM.

**8. Is there going to be an agenda?**

Yes, a Commemorative Program will be available for each guest at their table. Broadly speaking, the reception starts at 5:00 and Ballroom doors open at 6:00

### **Security**

**1. Are there any special security measures for this year's Ball?**

All guests will be required to show a government-issued photo ID, such as military/government ID or driver's license when checking in at the Pentagon Parking Area (lower-tier parking adjacent to Pentagon Metro) or the Convention Center. Any vehicles parking at the Pentagon and do not have a Pentagon Parking Pass or DoD vehicle sticker are subject to search.

## Registration

(On-line registration is now open at <http://www.us.army.mil>)

### 1. How do I register/pay for the Ball? (VIP registration – see below).

- General Registration. Register online through AKO (<http://www.us.army.mil>).

- VIP Registration. If you have received a VIP invitation from HQDA Protocol, please complete the online registration and payment but do not make a seating selection. For additional information, please contact HQDA Protocol at (703) 697-0692 or the ABB Helpdesk at (877) 545-0854.

### 2. I don't have an AKO account, how do I get one?

Click "Register for AKO" on the AKO home page <http://www.us.army.mil> and follow the instructions. Please note only Active Army, Reserve, National Guard, DA Civilian, Retired Army, and Army guests\* are authorized to establish AKO accounts. (\*Army guests are defined in the new user instructions.)

### 3. I don't have a credit card, how can I pay for the Ball?

Contact the ABB Helpdesk for additional information.

### 4. What is the cost?

The price is \$80.00 per ticket.

### 5. What is the cancellation policy:

June 3, 2008 is the last day to cancel for the ball. If you cancel before 16 May 2008 you will receive a full refund minus a \$6.00 service charge. If you cancel between 17 May and 3 June 2008, you will receive an 80% refund minus a \$6.00 service charge. **After 3 June 2008 there will be NO REFUNDS for cancellations**

### 6. Are there any discount tickets available?

There are a limited number of discounted tickets available to GS-7/E-6 and below. These tickets are available on a first-come first-serve basis.

### 7. When is the last day to register for the Ball?

Registration is open until all tickets are sold. This event is typically sold out weeks prior to the Ball. A waitlist will be created after the available tickets are sold. Registration changes can be made through the online registration system or by calling the ABB Helpdesk.

### 8. Does the price include drinks?

Dinner beverages will include water, coffee and tea. A cash bar will be available.

### 9. How many e-tickets can I purchase?

10 e-tickets may be purchased by one AKO sponsor (the sponsor and nine others).

### 10. Will my guests and I be seated at the same table?

You may choose your table at the time you register. As long as space is available, you may add additional guests to your table during registration. For additional assistance, contact the ABB Helpdesk. We will make every effort to seat you and your guests at the same table.

### 11. Can groups of friends request to be seated together?

Yes, if registered as a group. See # 9 above.

**12. If I purchase multiple e-tickets, can I get free e-tickets?**

There are no free e-tickets to the Ball.

**13. I lost my confirmation e-mail. Can I still come to the Ball?**

Yes, a printed ticket is not required for admission to the Ball. You will be sent a confirmation email for your records and listed on an admissions roster. You must bring a government issued picture identification card for check-in. Contact the ABB Helpdesk for further assistance.

**14. Is there going to be telephone registration? If so, what time will the phone lines be open?**

No, there will not be telephonic registration. All registration will occur online. If you experience online registration difficulty, please contact the ABB Helpdesk Monday through Friday between the hours of 8:00 AM to 4:30 PM EDT.

**15. Are the e-tickets transferable?**

General admission e-tickets may be transferred by the sponsor using the online registration system. For additional assistance, contact the ABB Helpdesk. There will be a 100% by name ID check to get into the Ball.

**16. I do not yet know whom I will be bringing with me. Can I pay for a guest anyway?**

Yes, you may register your guest as "Guest" at the time of registration. The guest's name must be entered in the registration system by June 3th at 4:00 PM in order to comply with security requirements, There will be a 100% by name ID Check to get into the Ball.

**17. Are the e-tickets refundable?**

See question #5

**18. What if my guest is unable to attend, can I substitute a friend?**

Yes, the sponsor may change the guest's name through the registration system until June 3rd. There will be a 100% by name ID check to get into the Ball.

**19. If I cannot attend, can I sell my e-tickets to a friend?**

The sponsor may transfer a General Admission e-ticket through the registration system to another authorized person until June 3rd. There will be a 100% by name ID check to get into the Ball.

**20. I received a complimentary e-ticket from my Chain of Command. May I give it to someone else?**

No. Your Chain of Command has the e-tickets under your name. You may not give, sell, or transfer your e-tickets to anyone. You should return your e-tickets to your Chain of Command, who will in-turn re-issue it to someone who can use it.

**21. Is there a waiting list?**

If all tickets are sold, the registration system will add your name (and any guests) to the waiting list. If tickets become available they will be offered to individuals on the waitlist on a first-come first-serve basis.

**22. I don't like to use my credit card number on the internet. Is there another way to pay for my registration?**

Contact the ABB Helpdesk, (877) 545-0854

## Who is eligible to attend?

All current and retired members of the U.S. Army (Active, National Guard and Reserve), Department of the Army Civilians/contractors, and their spouses or guests are invited to participate in the Army Birthday Ball.

### 1. Can other military services come to the Army Ball?

Yes, Army members are welcome to invite guests from other services to attend the Ball.

### 2. Are Foreign Officers allowed to attend?

Yes, Foreign Officers affiliated with the U.S. Army are welcome to attend.

### 3. My spouse is deployed. Can I still attend?

Yes, we welcome all Army spouses and adult family members.

## Uniform/Dress

### 1. What is the dress attire?

- a. Military – Dress Blues/Mess/Class A with white shirt and bow tie
- b. Civilian – Formal Evening Wear

### 2. I am retired. Can I still wear my uniform?

Refer to AR 670-1, "Wear and Appearance of Army Uniforms and Insignia," Chapter 30, Paragraphs Section 30-1 and 30-3 for the proper wear of uniforms by retirees.

[http://www.usapa.army.mil/pdffiles/r670\\_1.pdf](http://www.usapa.army.mil/pdffiles/r670_1.pdf)

## Dinner

### 1. What is the menu of the Ball?

The menu will include salad with various breads, main course (with vegetarian option), and dessert.

### 2. I am on a restricted diet can I be accommodated?

There is a vegetarian entrée alternative. Food allergies must be brought to the attention of your waiter and the Convention Center will make every attempt to accommodate your request. **Please annotate specific food allergies in the special comments section of the registration system.**

### 3. Is seating reserved?

Seating reservations are taken on a first-come first-serve basis by the registration system.

### 4. Will I be escorted to my table?

The ushers will help you find your assigned table. Each attendee will receive a "passport" document that includes a list of attendees, assigned table numbers, and a seating diagram.

### 5. Will there be alcohol served?

Yes, there is a cash bar at the reception.

**6. Will there be any designated drivers?**

Attendees are advised to drink responsibly and make appropriate arrangements for transportation after the Ball (see Safe Ride Home below).

**Special Accommodations**

Please list all special transportation requirements on your registration form.

**1. I am hearing impaired will there be any equipment available for me?**

For special needs, please contact the ABB Helpdesk (877) 545-0854

. We will try to accommodate you

**2. Will there be sign language interpreters?**

Interpreters will be at the event to provide services during dinner and entertainment.

For additional information, please call Pentagon Interpretive Services at (703) 602-7583. We also ask that you mention your special needs on the registration form.

**3. I am wheelchair bound, is the convention center wheelchair-accessible?**

Yes. Wheelchair accessible transportation can also be arranged from Pentagon Parking to the Convention Center if you request it in advance on your registration form.

**4. Are guide dogs allowed at this event?**

Yes, please list this in the special requirements section of the registration form.

**5. I am on a restricted diet. Can I be accommodated?**

There is a vegetarian entrée alternative. Food allergies must be brought to the attention of your waiter and the Convention Center will make every attempt to accommodate your request. **Please annotate specific food allergies in the special comments section of the registration form.**

**6. I am a smoker. Will there be a designated area for smokers?**

Yes, there is a smoking area.

**Communications**

There will be an Operations Center at the Convention Center to handle all emergency requests. Should you require assistance, please contact one of the ushers or other committee members at the event.

**1. Will paging services be available?**

No.

**2. While at the Ball, how do I identify the people that work on the Ball committee, if I have any questions?**

Ball Committee Members will be wearing special identification tags for easy recognition. Additionally, the ballroom ushers will be able to assist in getting your question to the Operations Center.

**3. At the Convention Center, will I be able to locate a friend's table?**

Yes, each attendee will receive a "passport" document that includes the names of attendees, assigned table numbers, and a seating diagram.

## **Entertainment**

### **1. Will there be a guest speaker?**

There will not be guest speakers at this event, however the Senior Army Leadership will provide Birthday comments

### **2. What kind of music will be played during the event?**

Variety/dinner/dance music.

### **3. Can I record the event?**

No. Due to copyright laws, the entertainment program may not be recorded with either audio or video recording devices.

### **4. Can I bring my camera?**

Yes, still photography is allowed.

### **5. Will a photographer be available to take portraits?**

Yes, a professional photographer will be available to take pictures of you and your guest(s). You will be able to fill out a portrait request order form prior to taking your picture. All portraits will be available within two hours for you to take home. Portraits must be taken by 11:00 PM. Credit, cash, and checks accepted.

Photography packages and prices are as follows:

Single Print: 8X10 \$15.00

Package 1: 5X7 2 ea 8X10 1 ea \$25.00

Package 2: 5X7 4 ea \$30.00

Package 3: 5X7 2 ea 8X10 2 ea \$35.00 (2 Poses)

Package 4: 5X7 4 ea 8X10 2 ea \$45.00 (2 Poses)

## **Children**

### **1. Can I bring my kids?**

This is an age appropriate event and family members are welcome. All family members are required to pay the full ticket price. For specific questions please contact the ABB Help Desk . (877) 545-0854

### **2. Will childcare be provided?**

No, childcare will not be provided.

## **Parking and Transportation**

### **1. Can I park at the Pentagon during this event?**

Yes, there are special arrangements for parking and shuttle bus service from/to the Pentagon, Metrobus Parking (adjacent to the lower-tier Pentagon METROBUS bus station). These are parking lot lanes 20-26.

### **2. Is transportation from the Pentagon to the event available?**

Yes, free shuttle bus service between the Pentagon and the Convention Center is provided. A Disabled American Veteran's Coach is available for guests needing special assistance.

**3. Do I need to make a reservation to ride the shuttle bus?**

No, however, please indicate your plans to use the Pentagon shuttle bus on your registration form so we can adequately determine the number of busses needed.

**4. Do I need a special ticket to ride the shuttle bus?**

No, however you and your guests must first check-in at the lower-tier Pentagon Metrobus check-in site (Metrobus areas L-1 through L-5) directly across from parking lanes 20-26 and wait for the next available Army transportation bus. The guest pass entitles you to ride the shuttle bus. Some form of Government-issued photo ID will be required at the check-in site.

**5. What is the bus schedule?**

Busses will depart every ten minutes starting at 4:10 PM with the last bus departing the Pentagon at 7:00 PM; please note that you should be at the Pentagon (lower tier) Metrobus station by 6:15 PM in order to check-in and catch the shuttle to the Convention Center in time for dinner. Busses will start leaving the Convention Center after the entertainment concludes (at approximately 10:00 PM). The last bus returning to the Pentagon parking area will depart the Convention Center at 2:00 AM.

**6. Is transportation available for someone wheelchair bound?**

Yes, we can make arrangements to accommodate special needs. Please, note this requirement in the special needs section of the registration form.

**7. Does the subway/Metro run near to the event? If so, which line?**

Yes, the Yellow Line runs to the Mt Vernon Station located at the Convention Center. For further details see <http://www.wmata.com>

**8. What time does Metro service end?**

For information please consult <http://www.wmata.com>

**9. Is parking included in the ticket price?**

Free parking is available next to the lower-tier Pentagon Metro/Metrobus parking area at parking lanes 20-26. [Additional parking information is available here.](#)